Register your product and get support at

www.philips.com/welcome

VOIP151

US USB Corded Phone

PHILIPS

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1 Important

Take time to read this user manual before you use your phone. It contains important information and notes regarding your phone.

1.1 Power requirements

The computer will provide power through the USB cable.

1.2 Important Safety information

To avoid damage or malfunction:

- Read and follow all warnings and instructions marked on the product.
- Do not use this product near water, a laundry tub, in a wet basement, or near a swimming pool.
- Do not place this product on an unstable surface. The product may fall and be damaged.
- This product should never be placed near or over a radiator or heat register.
- Do not expose the phone to excessive heat caused by direct sunlight.
- Do not drop your phone or allow objects to fall on your phone.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by people walking on it.
- Avoid using a telephone during a storm or severe weather with lightning. There may be a risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Do not use the product in places where there are explosive hazards.
- Do not use this product near intensive care medical equipment or by any people with pacemakers.
- Active mobile phones in the vicinity may cause interference.
- Do not let small metal objects come into contact with the product. This can deteriorate audio quality and damage the product.
- Do not use any cleaning agents containing alcohol, ammonia, benzene or abrasives as these may harm the set.
- Do not open the product as you could be exposed to high voltages.

About operating and storage temperatures:

- Operate in a place where the temperature is always between 0 and 35 °C (32 to 95 °F).
- Store in a place where the temperature is always between -20 and 45 °C (-4 to 113 °F).

SAVE THESE INSTRUCTIONS

1.3 Terms and Conditions of use

- No emergency calls on Skype. Skype is not a replacement for your ordinary telephone and cannot be used for emergency calls. See Skype's terms and conditions at www.skype.com/eula and www.skype.com/tos.
- The service will not work if there is a power cut or broadband failure.

1.4 Environmental Care

Please remember to observe the local regulations regarding the disposal of your packaging materials and old phone and where possible promote their recycling.

1.5 Installation requirements

In order to use the phone, your computer should meet the following requirements:

- Computer running Microsoft® Windows® 2000, XP or Vista
- 800 MHz processor
- 256 MB RAM
- Free USB slot on computer
- Internet connection (broadband recommended)

1.6 Conformity

We, Philips declare that the product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

You can find the Declaration of Conformity on www.p4c.philips.com.

1.7 Service Support

US service center
Philips Accessories & Computer
Peripherals North America1881 Route
46 West Ledgewood, NJ 07852
Phone: (800) 233-8413
E-mail support:
http://www.support.philips.com/support

1.8 Warranty

The warranty information is available on www.philips.com/support

1.9 Electric, Magnetic and Electromagnetic Fields ("EMF")

1. Philips Royal Electronics manufactures and sells many consumer oriented products which usually, as with any electronic apparatus, have the ability to emit and receive electro magnetic signals.
2. One of Philips' leading Business Principles is to take all necessary health and safety precautions for our products, to comply with all applicable legal requirements and to stay well within the EMF standards applicable at the time of producing the products.
3. Philips is committed to develop, produce and market products that cause no adverse health effects.
4. Philips confirms that if its products are handled properly for their intended use, they are safe to use according to scientific evidence available today.
5. Philips plays an active role in the development of international EMF and safety standards, enabling Philips to anticipate further developments in standardisation for early integration in its products.

1.10 FCC Part 15 Declaration of Conformity Statement

Warning: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.
NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

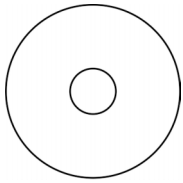
2 Your phone

Congratulations on your purchase and welcome to Philips!

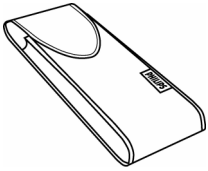
To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

2.1 What's in the box?

Handset with 1.2m cable



Installation CD* (contains also the User Manual)



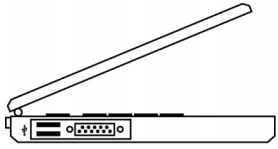
Travel case

Quick Start Guide

Note

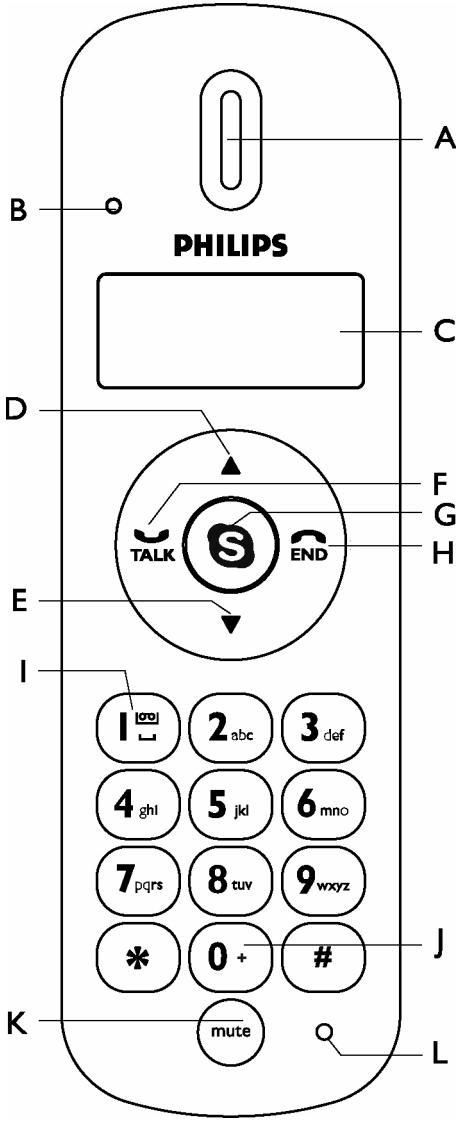
*Only the Skype version printed on the Installation CD is guaranteed for full compatibility. New features in upgraded Skype versions may not be available on VOIP151.

2.2 What you will also need



- A desktop or laptop with a free USB port
- Internet connection (broadband recommended)

2.3 Overview of your phone



A Earpiece

B LED

Stay on during a call.
The LED will blink continuously during the following events:
Flash quickly during an incoming call.[1]
Blink slowly when phone is muted.[2]
Blink slowly when voicemail(s) waiting.[2]

C Display

See page 7 for an overview of the display icons.

D Scroll Up Key ▲

Scroll up an item or contact.
Increase earpiece volume.
Clear the last digit or character entered.
Press and hold to automatically browse the contact list.

E Scroll Down Key ▼

Scroll down an item or contact.
Decrease earpiece volume.
Clear the last digit or character entered.
Press and hold to automatically browse the contact list.

F Talk Key TALK

Make and answer calls.
Play voicemail.
Access to call history.
Put a call on hold.
Toggle between calls.
Press and hold to start a conference call.

G Skype Key

Focus Skype on computer.
Open the contact list.
Press and hold to start a conference call.

H Off Key END

End a call or reject an incoming call.
Stop voicemail.
Press and hold to minimize Skype window and go back to idle mode.

I Digit 1 and Voicemail list Key

Enter 1.
Press and hold to access voicemail list.

J Digit 0 and + Key 0 +

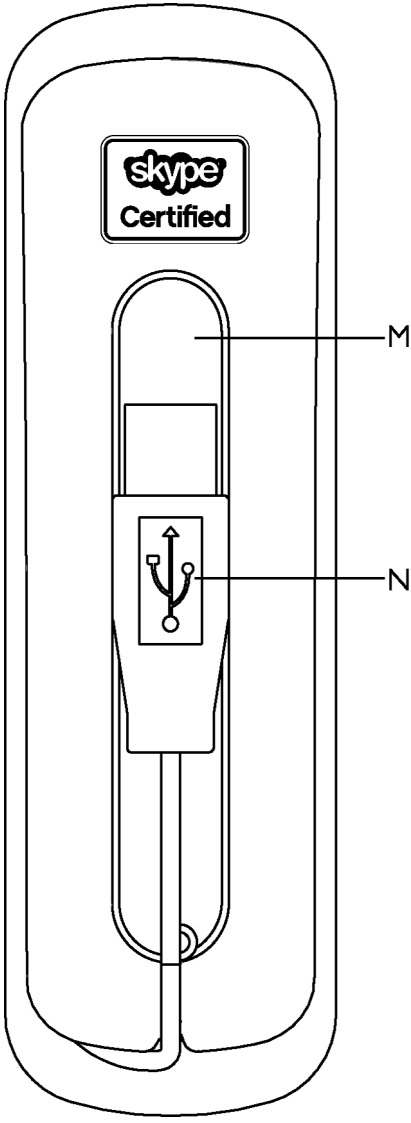
Short press to enter a 0.
Press and hold to enter +.

K Mute Key mute

Mute/unmute a call.

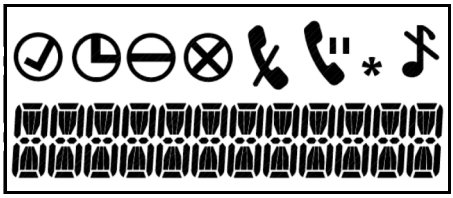
L Microphone

1. Flashes ON for 100ms and OFF for 100 ms
2. Flashes ON for 500ms and OFF for 500 ms



M USB connector grove
Use to contain the USB connector.
N USB connector
Connect the 1.2m long cable to the USB slot on the computer.

2.4 Handset display



Skype User and Contact status display:

Online / SkypeMe

Away

Not Available / Do Not Disturb (DND)

Offline / Invisible

Specific Handset icons:

Blinking: Mute On

Blinking: Incoming call
Fix: On-going call

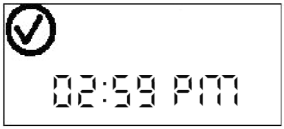
Call on hold

On-going Conference call

Ringer Off

2.5 Idle screen

In idle mode, your Skype status and time will be displayed on the handset screen:



3 Getting started

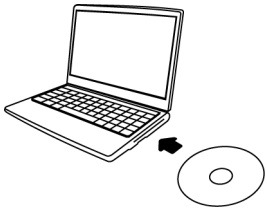
3.1 Install the software

Note

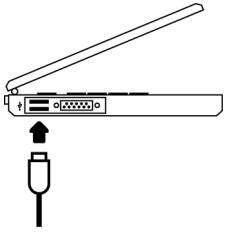
Please make sure that the USB connector is **NOT** plugged in before installation starts.

VOIP151 driver is provided in the enclosed CD.

1. Unwind the USB cable from your phone.
2. Insert the installation CD into the computer's CD ROM (or DVD ROM) drive.



3. The installation program will start automatically.
4. Follow the instructions on the screen. You will be asked to connect the USB plug directly to your PC's USB slot. Connect the USB plug once instructed.



5. Go on following instructions on the screen.
6. Click on **Exit** when it is finished.
7. Remove the installation CD from the CD ROM (or DVD ROM) drive.

Tip

If for some reasons the installation does not start automatically:

- In Windows, click on **START**, and then select **Run**.
- Type in **explorer** and navigate to the CD ROM (or DVD ROM) drive.
- Double-click on **SetupWizard.exe**.

Note

The VOIP151 driver should start automatically if **Autorun VOIP151 driver at Windows startup** option is ticked during installation.

Note

Use the Skype version provided on the installation CD for the phone to work properly. New features from upgraded Skype version may not be available on VOIP151. Check compatibility on www.philips.com/support.

Note

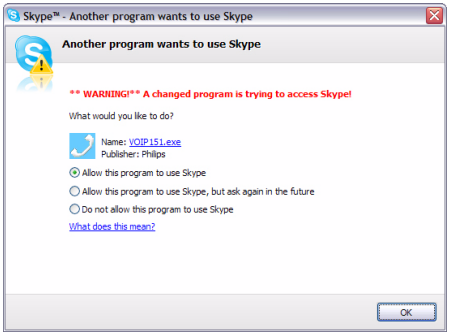
If your operating system is Windows 2000, you need to restart your computer to complete the installation.

Note

No battery is required. Power for the phone is supplied by the computer through the USB cable.

3.2 Setting up for the first time

1. Make sure that the phone is directly connected to a USB slot on your computer.
2. If this is your first installation, the VOIP151 may be launched automatically. It depends on your selection during the installation.
3. Otherwise, if the driver is not running, start the VOIP151 driver by double clicking the shortcut icon created on your desktop.
4. Start Skype if VOIP151 driver has not started Skype for you. Login with your Skype account.
5. If this is your first time running the VOIP151, you will see the message **Another program wants to use Skype**. Select **Allow this program to use Skype** and click **OK**.


Skype™ - Another program wants to use Skype
Another program wants to use Skype
** WARNING!** A changed program is trying to access Skype!
What would you like to do?
Name: VOIP151.exe
Publisher: Philips
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

Note

If you don't have a Skype account, you can find more details about how to create one on http://www.skype.com.

Tip

When VOIP151 driver is running, a tray icon will appear at the bottom right corner of your computer screen.

3.3 Connection status

When the mouse cursor is placed over the VOIP151 tray icon, the current status of your phone will be displayed.

When your phone is ready to be used, the tray icon is blue and the status will show **VOIP151 Phone - USB connected**.

Otherwise, you can correct the problem according to the displayed status:

(Blue) USB plugged in, connection to Skype is normal.

(Grey) USB plugged in, but Skype is not started / not authorized / user not logged on.

(Red) USB not plugged in.

For further information on how to fix a connection problem, see page 21.

4 Call

4.1 Make a Call

Warning

Skype does not support emergency calls. Please use the normal telephone line in case of emergency. For more information, see "Emergency Call Management" on page 11.

4.1.1 Call from the contact list

1. Press Ⓢ: Your Skype contact list is displayed on the handset and on the computer.
2. Press ▲/▼ to select the contact you wish to call.

On the handset, the name and current Skype status of the contact is displayed.

3. Press TALK to make the call.

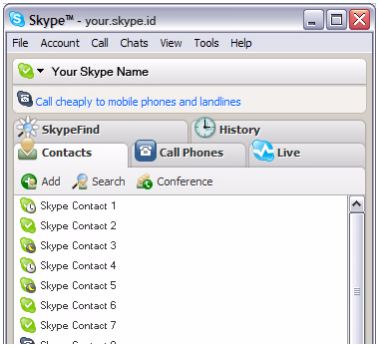
Note

When the contact is selected, the first 12 characters of the name will be displayed. After 3 seconds, the screen will automatically scroll once until the 32nd character.

If the name contains non-latin characters, the Skype name of the contact will be displayed instead.

Note

When end user press Ⓢ, the contact list is also displayed on the computer.



The name and current Skype status of the contact is displayed.

Note

Press and hold END to minimize Skype.

4.1.2 Call SkypeOut Number

1. Use the keypad to dial the number you wish to call.

2. Press TALK to make the call.

OR

1. Press Ⓢ: Your Skype contact list is displayed on the handset and on the computer.
2. Press ▲/▼ to select the contact you want to call.
3. Press TALK to make the call.

Note

If you want to make SkypeOut calls, you need to purchase Skype credits. For more details, please visit:
http://www.skype.com/store/buy/skypeout.html.
If a SkypeOut call is made and there is not enough Skype credits, **NO SKYPEOUT** will be displayed on the screen for the duration of 10 seconds.

Note

To make a SkypeOut call, it is necessary to dial the country prefix before dialing the phone number you are calling, i.e. 00, 011 or +.
For example:
When making calls to North America:
00-1-905-1234567 or 011-1-905-1234567
When making international calls:
00-852-12345678 or +852-12345678

Tip

To enter +, press and hold 0.
Press ▲/▼ to clear entered numbers.

4.1.3 Call from the Call History list

1. Short or long press TALK to enter the call history in idle screen.
2. Press ▲/▼ to see the whole call history list and to select the contact you wish to call.
3. Press TALK to make the call.

Note

Make a short press on END to exit and return to idle mode.

4.1.4 Contact list TIPS

- E.g. to search a contact "Sam", press 7pqrs four times. The first contact that begins with letter S will be selected.
  E.g. to search a SkypeOut contact "+1233456789", press 0+ once. The first contact that begins with + will be selected.
- Press and hold ▲/▼ to start auto-scroll. Release to stop scrolling.

4.2 Answer a Call

When an incoming call arrives, the phone will ring, the LED will flash quickly and the phone icon will blink.

To answer the call, press TALK. Call duration is displayed.

Note

When you are in "DND" (Do Not Disturb) status in Skype, the phone will not ring. The LED on the phone will still flash to notify you of the incoming call and the phone icon will blink.

Tip

You can set the ringer off through the VOIP151 driver. For more information, see page 17.

4.3 End or Reject a Call

To end a call or reject an incoming call, press END.

Note

The call duration will be displayed on the handset screen for 5 seconds.

4.4 Emergency Call Management

Warning

Skype is not a replacement for your ordinary telephone and cannot be used for emergency calls. Please use the normal telephone line in case of emergency.

If the dial out number is an emergency call number of your country, a pop-up error message "**WARNING : This product doesn't replace your land line phone and cannot be used to call Emergency services**" will be displayed on the computer.

At the same time, **No emergency calls** will be displayed on the handset for 10 seconds and an error tone is emitted.

5 Features during a Call

5.1 Adjust Earpiece Volume

You can increase or decrease the volume of the caller's voice during a call. There are 8 volume levels for selection.

Press ▲ to increase the volume or ▼ to decrease the volume.

Tip

The microphone volume and the earpiece volume can also be adjusted through the VOIP151 driver. For more information, see page 16.

5.2 Mute Microphone

During a call, you may want to speak to someone privately without the opposite party hearing your conversation.

1. Press mute to mute the microphone.
   - *The LED will flash slowly.*
   - **MUTE** *is displayed on the screen during 10 seconds. The icon appears and the screen returns to previous menu after 10 seconds.*
2. Press mute again to restore communication.

Note

You can still hear the opposite party talking when you mute the microphone.

5.3 Put a Call on Hold

1. Press TALK to put your call on hold.
   - **ON HOLD** *is displayed on the screen during 10 seconds. The icon appears and the screen returns to previous menu after 10 seconds.*
2. Press TALK again to resume your call.

Note

You are unable to hear the opposite party talking when the call is put on hold.

5.4 Call Waiting

When you are on the line and there is a second incoming call, you will hear a waiting tone on the earpiece and the LED on the phone will flash quickly.

5.5 Manage a second call

5.5.1 Answer a second incoming call

Press TALK to answer the call.

- *The original call is put on hold.*

5.5.2 Make a second outgoing call

1. If you are already on a call, press S to access the contact list or dial the number directly. For more information on making a SkypeOut call, see page 10.
2. Press ▲/▼ to choose a contact.
3. Press TALK to call.
   - *The original call is put on hold.*

5.5.3 Toggle between calls

After accepting the second call, you may press TALK to toggle between the first and second calls.

5.6 Conference Call

This feature allows you to establish communication with more than 1 person at the same time. Up to 10 people can be connected in the same conference.

5.6.1 Initiate a conference call

1. If you are already on a call, press S to access the contact list or dial the number directly. For more information on making a SkypeOut call, see page 10.
2. Press ▲/▼ to choose a contact for the conference call.
3. Press TALK to call.
   - *The original call is put on hold.*

4 Once the call is connected, press and hold TALK or Skype to start the conference call.
- **CONFERENCE** *stays on the screen for 10 seconds and then the call duration is displayed. The * icons will be displayed.*

5 Press END to end the conference call.
- *If you are the initiator of the conference, all calls will be stopped. Otherwise, the conference will continue after you or any other participants end the call.*

Note

When you receive a second incoming call and wish to establish a conference call, press and hold TALK to start the conference call.

5.6.2 Adding participants to a conference

1 If you are already on a conference call, press Skype to access the contact list or dial the number directly. For more information on making a SkypeOut call, see page 10.

2 Press ▲/▼ to choose a contact for the conference call.

3 Press TALK to call.
- *The icon will blink till the new participant accepts the invitation.*

4 Long-press Skype to allow participant to join in to the conference.
- *Call(s) that had been put on hold will be resumed.* **CONFERENCE** *stays on the screen for 10 seconds and then the call duration is displayed.*

5 Press END to end the conference call.
- *If you are the initiator of the conference, all calls will be stopped. Otherwise, the conference will continue after you or any other participants end the call.*

5.6.3 Incoming call during a conference

You can choose to connect or reject an incoming call using the Skype interface.

When you connect an incoming call during a conference, the conference call is automatically put on hold. The icon blinks and the name of the new caller is displayed on the screen for 3 seconds.

Note

You can use the Skype interface to switch between the incoming call and conference call, or connect the new call to the conference.

5.7 Activate Computer Handsfree

Computer handsfree feature allows the end user to use the computer audio facilities to activate a handsfree mode. By default, "Computer handsfree" mode is set to key 4 ghi.

To activate handsfree on the computer, press and hold 4 ghi on the handset during your call.

Note

To change the default key for handsfree, see "Shortcut Configuration" on page 18.

6 Voicemail

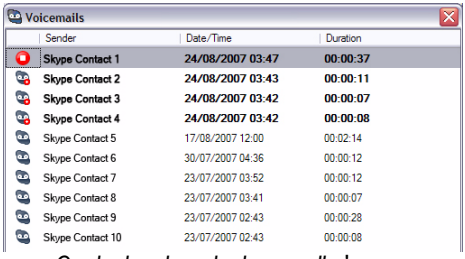
6.1 Listen to Voicemail

When there are voicemails waiting to be retrieved, the LED on the phone will blink slowly.

Note

For details on how to get a voicemail account, please visit: http://www.skype.com/products/skypevoicemail/.

1. Press and hold to open the voicemail list.
   - *On your computer, you will see:*



   - *On the handset, the latest caller's name or number is displayed:*

   - *If there is no voicemail,* **NO MESSAGE** *will be displayed on the handset screen.*
2. Press ▲/▼ to select the voicemail you wish to retrieve.
3. Press TALK to listen to the voicemail.

Tip

Make a short press on END to stop a voicemail while it is being played. Press END again to close the voicemail window and return to idle mode.

6.2 Voicemail Status on computer

The following icons show the status of your voicemails.

Indicates a new voicemail.

Indicates an old voicemail.

Indicates that the voicemail is currently playing.

Press END to stop playing.

7 Phone Settings

The VOIP151 driver allows you to customize your phone to a setting that best suits you.

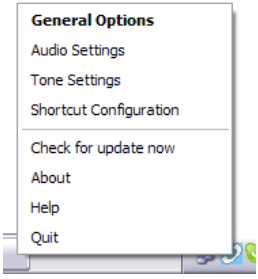
To start configuring your phone:

1. Double click the tray icon at the bottom right corner of your computer screen to open the "VOIP151 Phone Settings" window.

OR

1. Right-click the tray icon and select one of the four options:

- General Options
- Audio Settings
- Tone Settings
- Shortcut Configuration



2. The "VOIP151 Phone Settings" window will be opened.

- Click **Apply** to apply changes.
- Click **Cancel** to cancel all changes made.
- Click **OK** to apply changes and close the window.

3. Right-click the tray icon and select **Quit**. In the exit prompt window, click **Yes** to confirm exit.

Tip

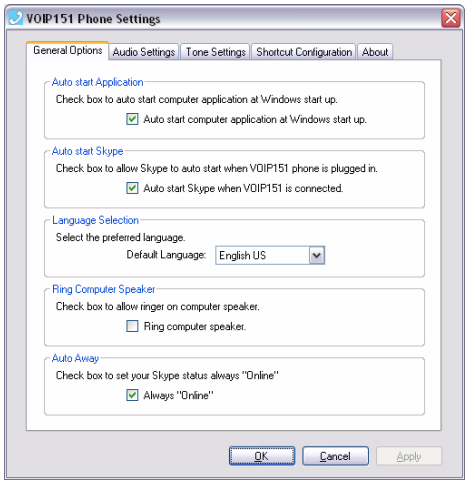
To bypass the exit prompt window, tick on the **Do Not Show This Message Again** box before clicking **Yes**.

Note

If the VOIP151 driver is closed, calls cannot be made or received through the phone.

7.1 General Options

Open the "VOIP151 Phone Settings" window and select the **General Options** tab.



The following settings are available:

7.1.1 Auto Start Application

When the box is ticked, the VOIP151 computer software will automatically run when you start Windows.

7.1.2 Auto Start Skype

When the box is ticked, Skype will start automatically when VOIP151 phone is plugged into the computer.

7.1.3 Language Selection

Choose a language from the pull-down menu under **Language Selection**. To apply the change and to change the language, click **OK**.

Note

To change the language in Skype, open the Skype program and go to **Tools,** select **Change Language** and then select a language.

7.1.4 Ring Computer Speaker

When the box is ticked, it enables the computer speaker to ring when there is an incoming Skype call.

Note

This option is available only when Skype is connected.

7.1.5 Auto Away

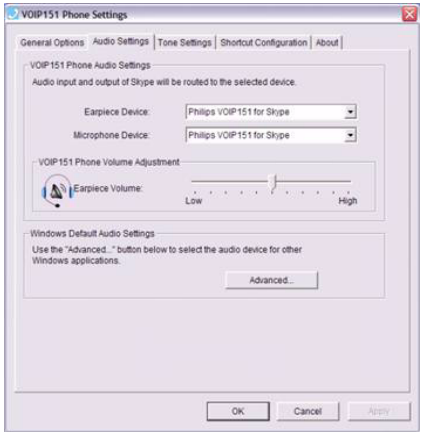
When the box is ticked, it disables the Skype "auto away" function and your Skype status will always appear as "Online".

Note

This option is available only when both the phone and Skype are connected.

7.2 Audio Settings

Open the "VOIP151 Phone Settings" window and select the **Audio Settings** tab.



The following settings are available:

7.2.1 Set the audio output device for Skype

Select a device under **Earpiece Device** to listen Skype's audio. **Philips VOIP151 for Skype** is automatically set as the default audio output device after VOIP151 installation. (For Vista users, default audio output device is **USB VoIP Device**/**Philips VOIP151 for Skype**)

7.2.2 Set the audio input device for Skype

Select a device under **Microphone Device** for Skype's audio input. **Philips VOIP151 for Skype** is automatically set as the default audio input device after VOIP151 installation. (For Vista users, default audio input device is **USB VoIP Device**/ **Philips VOIP151 for Skype**)

7.2.3 Phone Volume Adjustment

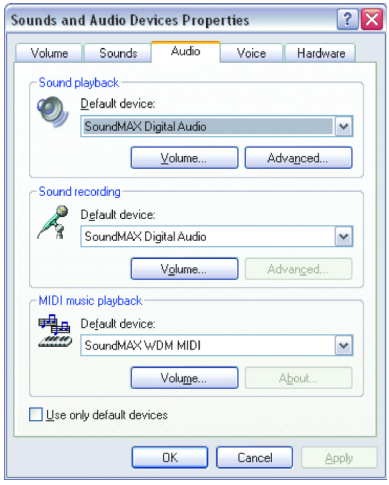
Adjust the earpiece volume bar to change the earpiece volume.

7.2.4 Change Window's Default Audio Settings

Click **Advanced...** to choose a different audio device for other Windows applications (for example, Windows Media Player).

7.2.4.1 For Windows XP and Vista users

1. Click **Advanced...** to open **Sound and Audio Devices Properties** window.

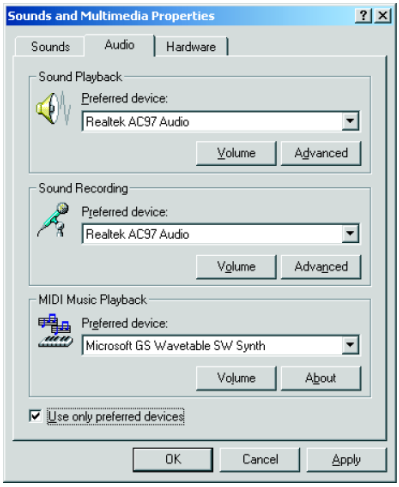


2. Select an audio output device under **Sound playback**.
3. Select an audio input device under **Sound recording**.

4 Make sure that **Use only default devices** is ticked and click **OK**.

7.2.4.2 For Windows 2000 user

1 Click **Advanced...** to open **Sounds and Multimedia Properties** window.



2 Select an audio output device under **Sound playback**.

3 Select an audio input device under **Sound recording**.

4 Make sure that **Use only preferred devices** is ticked and click **OK**.

Note

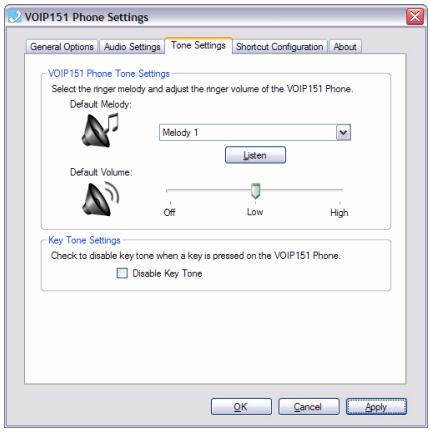
It is recommended to set both audio input and output device on your computer sound card.

Note

By ticking the box **Use only default devices** (for Windows XP and Vista users) or **Use only preferred devices** (for Windows 2000 user), you will be able to separate the audio path of your computer. Audio from Skype will be emitted at the phone, while audio from other Windows applications will be emitted at the selected device.

7.3 Tone Settings

Open the "VOIP151 Phone Settings" window and select the **Tone Settings** tab.



The following settings are available:

7.3.1 Change ringer melody

Select a melody under **Default Melody** and click **OK** to apply the change.

Note

If your phone is connected to the computer, you can click **Listen** to hear the melody.

7.3.2 Change ringer volume

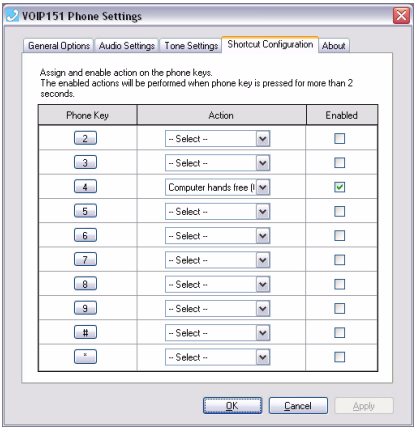
Select a volume level under **Default Volume** and click **OK** to apply the change. When the bar is moved to **Off**, the ringer is disabled.

7.3.3 Key Tone Settings

Tick on the **Disable Key Tone** box under **Key Tone Settings** to put the key tone to OFF. To activate the key tone, untick the box.

7.4 Shortcut Configuration

Open the "VOIP151 Phone Settings" window. Select the **Shortcut Configuration** tab.



You can set your phone keys 2abc, 3def, 4ghi, 5jkl, 6mno, 7pqrs, 8tuv, 9wxyz, * and # as shortcuts to access the following functions:

- Making quick calls. When you enable this feature, it opens the contact list window to choose a contact name.
- Activate Computer handsfree (ON/OFF)
- Open call history
- Change Skype status (DND /Online)
- Start webcam (ON/OFF)
- Activate Call forward (ON/OFF)
- Activate Chat alert (ON/OFF)

Note

"Computer handsfree" mode is set to key 4ghi by default.

Assigning shortcuts

1. Under **Action**, select a shortcut function for each of the phone keys 2abc ... 9wxyz, * and #.
2. Under **Enabled**, click on the corresponding box to insert a tick for each key function that you wish to assign.
3. Click **OK** to apply the changes. The assigned shortcut will be activated.

Note

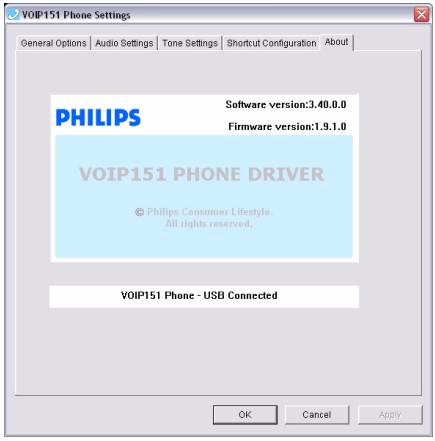
Key 1 is assigned to access the voicemail by default and cannot be changed.

Tip

When a shortcut has been validated, press and hold the key for more than 2 seconds to access the function.

7.5 Product Information

Open the "VOIP151 Phone Settings" window and select the **About** tab.



This tab displays the software version, the firmware version and the connection status of your phone.

When VOIP151 Phone - **Skype not logged in** is shown, it could be one of the situations below:

- Skype is not started
- Skype not authorized
- User not logged on.

For further information on how to fix a connection problem, see page 21.

8 Default Settings

Auto Start Computer application	Ticked
Auto Start Skype	Ticked
Language	English
Ring Computer Speaker	OFF
Always Online	ON
Earpiece Device	Philips VOIP151 for Skype*
Microphone Device	Philips VOIP151 for Skype*
Earpiece Volume	Medium
Default Melody	Melody 1
Default Volume	Low
Disable Key Tone	Unticked
Shortcuts	1 - Voicemail 4 - Computer handsfree - Ticked

* For Vista users, the default audio output device is **USB VoIP Device**/**Philips VOIP151 for Skype**.

9 Frequently asked questions

see www.philips.com/support

In this chapter, you will find the most frequently asked questions and answers about your phone.

Set-up

Selected "Do not allow this program to use Skype" by mistake.

- In Skype, go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype**, select **VOIP151.EXE**, click **CHANGE**, select **Allow this program to use Skype**, and then click **OK**.

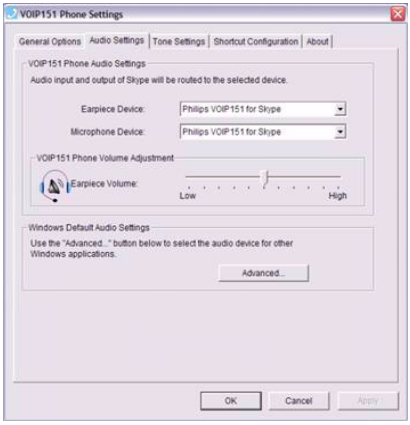
Sound

The phone does not ring.

- Make sure that the ringer volume is not set to off (see page 17).
- Make sure that Skype status is not in "DND" (Do Not Disturb) mode.

I cannot hear properly!

- Check if the audio path is set correctly under Skype. To check your audio settings, open the "VOIP151 Phone Settings" window and select the **Audio Settings** tab.



It is recommended to choose **Philips VOIP151 for Skype** for 2K and Windows XP, or **USB VoIP Device**/**Philips VOIP151 for Skype** for Windows Vista user.

- Turn up the earpiece volume.

Caller cannot hear me at all!

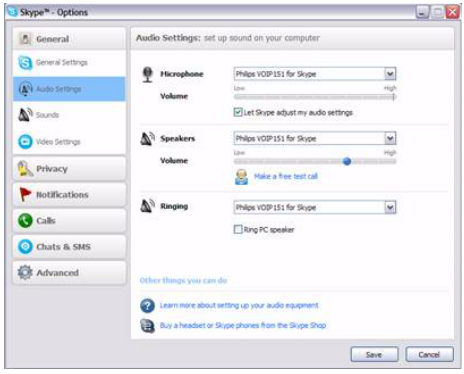
- Microphone may be muted: During a call, press mute to unmute the microphone. The icon disappears.
- Make sure that the call is not on hold: During a call, press TALK to resume conversation. The icon disappears.

No key tone can be heard.

- Enable key tone using the VOIP151 driver (see page 17).

My audio settings in Skype is not routed to VOIP151.

- In the Skype window, click on **Tools**. Select **Options**. Select **Audio Settings** on the left.
- Select **Philips VOIP151 for Skype** in the **Microphone**, **Speakers** and **Ringing** pull-down box, and then click **SAVE**.



Product behaviour

The handset warms up when making a long call!

- This is a normal behavior. The handset consumes energy while calling.

Cannot make or receive Skype calls.

- Make sure that your Skype status is not offline.
- Check if the USB cable is connected properly.
- Check if the VOIP151 driver is running (see page 18).

Cannot make SkypeOut calls.

- Enter 00 (& country code), 011 (& country code) or + (& country code) before the number you wish to dial.
- Check your account to see if you have enough credit. For more details, please visit: http://www.skype.com/go/store.buy.skypecredit

LED keeps blinking slowly while off call.

- Retrieve your new voicemails.

Connection status shows a VOIP151 tray icon in grey.

- In Skype, go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype**, select **VOIP151.EXE**, click **CHANGE**, select **Allow this program to use Skype**, and then click **OK**.

Note

If the above solutions still cannot resolve your problem, remove the phone from the computer, and then restart Skype and the VOIP151 driver. Wait for 15 minutes and try again. For more information, see www.philips.com/support.

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